**Patient Satisfaction Surveys**

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| **Name** | **Type of Survey** | **Website Link** | **Pro** | **Con** |
| **NHS England** | Friends and Family Test (FFT) | [**https://www.england.nhs.uk/fft/friends-and-family-test-data/**](https://www.england.nhs.uk/fft/friends-and-family-test-data/)  [**https://www.england.nhs.uk/fft/fft-guidance/**](https://www.england.nhs.uk/fft/fft-guidance/) | When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. | There are not many questions and the analysis is limited, providing limited opportunities to identify required improvements. |
| National Patient and Staff Surveys | [**https://www.england.nhs.uk/statistics/statistical-work-areas/patient-surveys/**](https://www.england.nhs.uk/statistics/statistical-work-areas/patient-surveys/) | List of different types of surveys and access to data gained from NHS England. | The responses may not be representative of your patient population. Less than 10% of the practice population are sent the questionnaire and not all respond. |
| **The CFEP Patient Survey** | Patient Survey | [**CFEP Patient Survey (Interpersonal Skill Survey) | CFEP Surveys**](https://www.cfepsurveys.co.uk/our-surveys/cfep-interpersonal-skills-survey/) | The results are targeted to a number of useful areas within a GP Practice. | Questions are generic but a bespoke option is available. There is a fee to use this survey. |